GLENCOE Education

2026
Student Pre-Arrival Guide



Pre-Arrival Guide

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Welcome Message

Dear Student,

Congratulations on your acceptance to Glencoe Institute of Higher Education !

On behalf of the Governing Council, I am delighted to welcome you to Glencoe Institute of Higher Education (the "Institute").

We are committed to providing you with a transformative educational experience that prepares you for success in your chosen profession. Our strategic goals are focused on fostering excellence in learning and teaching, with a strong emphasis on ethical practice, critical thinking, and professional capability.

Our programs are designed to equip you with the knowledge, skills, and ethical awareness necessary to navigate the evolving global workplace. With robust governance and a commitment to continuous quality assurance, we ensure that our courses, support services, and operations meet national standards and uphold the integrity of Australian higher education.

We also value a supportive learning environment, offering comprehensive academic and wellbeing services. At the Institute, professionalism, mutual respect, and accountability are the foundations upon which we build our community.
On behalf of the Governing Council, I wish you success in your academic journey and look forward to celebrating your achievements with you.



Warm regards,

Associate Professor Brendan Boyle
Chair of the Governing Council

Preparing For Your Departure

Visa Requirements

Before you can begin your studies in Australia, you must hold a valid student visa (Subclass 500). This visa allows you to live, study, and work in Australia while enrolled in your program.

How to Apply:

1. You'll need your Confirmation of Enrolment (CoE) from Glencoe Institute of Higher Education to apply for your visa.

2. Lodge your application through the Australian Department of Home Affairs website. Here are the required documents:

- Passport (valid for at least six months)
- CoE from Glencoe Institute of Higher Education
- Proof of Overseas Student Health Cover (OSHC)
- Evidence of financial capacity to cover tuition fees, living costs, and travel expenses
- GSR (Genuine Student Requirement) statement
- English language proficiency test results (e.g., IELTS, PTE, TOEFL)

You must remember the following visa conditions:

- Maintain enrolment in a registered program and meet attendance requirements;
- Hold valid OSHC for the duration of your stay;
- Work up to 48 hours per fortnight during study periods and unlimited hours during breaks.



For the latest visa information, visit the Australian Department of Home Affairs website or consult with your registered study/migration agent.



Overseas Student Health Cover (OSHC)

Healthcare is an essential consideration when studying abroad. International students in Australia are required to hold **Overseas Student Health Cover (OSHC)** for the entire duration of their visa.

What OSHC Covers (coverage varies by provider):

- Doctor Visits: General Practitioners (GPs) for non-emergency care.
- Hospital Services: Inpatient care and some outpatient services.
- Prescription Medications: Partial coverage for certain prescription drugs.
- Ambulance Services: Emergency transport to the hospital.

Always check your individual policy documents for detailed inclusions and exclusions.



How to arrange OSHC:

- Organise OSHC through an approved provider before applying for your visa.
- Keep your OSHC card and policy details with you at all times — you'll need them when accessing medical services.

Keep your OSHC card and policy details with you at all times — you may need them for medical appointments!



Key Document Checklists

Bring both physical copies and digital backups of your essential documents. Save digital copies in secure cloud storage (e.g., Google Drive, Dropbox) for easy access.You may need them for enrolment, identification, or emergencies.

- Passport (valid for at least six months)
- Student Visa (Subclass 500) grant notice
- Confirmation of Enrolment (CoE)
- Offer Letter from the Institute
- Overseas Student Health Cover (OSHC) Certificate
- Academic Transcripts and Certificates
- English Language Test Results
- Proof of Financial Capacity (e.g., bank statements, scholarship details)
- Prescriptions or Medical Records (if applicable)
- Emergency Contact Information

Save digital copies of these documents in secure cloud storage (like Google Drive or Dropbox) for easy access.

Packing Tips

Packing smart can make your transition to life in Australia much smoother. Here's what to consider:

Clothing:

- Casual Wear: Comfortable clothes for everyday life.
- Formal/Business Attire: For presentations, internships, or formal events.
- Weather-Appropriate Clothing: Perth's climate is hot and dry, with mild winters — pack light clothing, sun protection, light layers, and comfortable shoes.

Electronics:

- Laptop and Chargers: Essential for your studies.
- Power Adaptor: Australia uses Type I plugs (230V, 50Hz).

You can easily get an Australian SIM card upon arrival.

Personal Essentials:

- Toiletries and Medications: Bring enough to last until you find local alternatives (with prescriptions for any medications).
- Cultural/Religious Items: Anything that helps you feel connected to home.
- Photos or Keepsakes: To make your space feel more familiar.

Travel and Arrival in Australia

Arriving at the Airport

Arriving in Australia marks the start of your exciting journey as an international student. To make your arrival as smooth as possible, here's everything you need to know — from booking flights to navigating airport procedures.

Arrival Airport:

Perth Airport (PER) is the closest major airport to the Glencoe Institute of Higher Education in Perth.



When to Arrive:

Aim to arrive at least **1–2 weeks before orientation** to allow time to settle in, arrange accommodation, and attend pre-semester events.



Flight Essentials:

- Passport and and student visa grant notice
- Confirmation of Enrolment (CoE)
- Proof of OSHC (Health Insurance)
- Offer Letter from the Institute

Book a flight that arrives during the day for easier transport options and campus access!

For detailed information on arriving in Perth and transport options, please visit the official Study Perth website: https://www.studyperth.com.au/moving-to-perth/when-you-arrive/

Immigration and Customs

Australia has strict border controls to protect its environment and public health. Be prepared for customs and immigration checks. You'll receive an incoming passenger card on the plane — fill this out before landing.

Documents to Show:

- Passport and visa grant notice
- CoE and university offer letter
- Proof of OSHC (Overseas Student Health Cover)

Biosecurity Restrictions:

Declare any food, plant, or animal products. Undeclared restricted items may result in fines or penalties. For more information, visit the Australian Border Force website.

If unsure whether to declare something, it's safer to declare it!



Transport Options

Once you've cleared customs at Perth Airport, it's time to travel to your accommodation in Perth. You have several transport options available:



Train:
Take the Airport Line train to Perth Station (approx. 20 minutes).



Taxi or Rideshare:
Services like Uber and DiDi are available at designated pickup points.



Buses:
Public bus services also operate, connecting to nearby train stations and the wider Perth transport network.

Estimated Cost around Perth CBD

Train	$5-$10 AUD
Taxi/Rideshare	$30–$50 AUD *(depending on traffic and time of day)*
Shuttle Bus	$5-$10 AUD

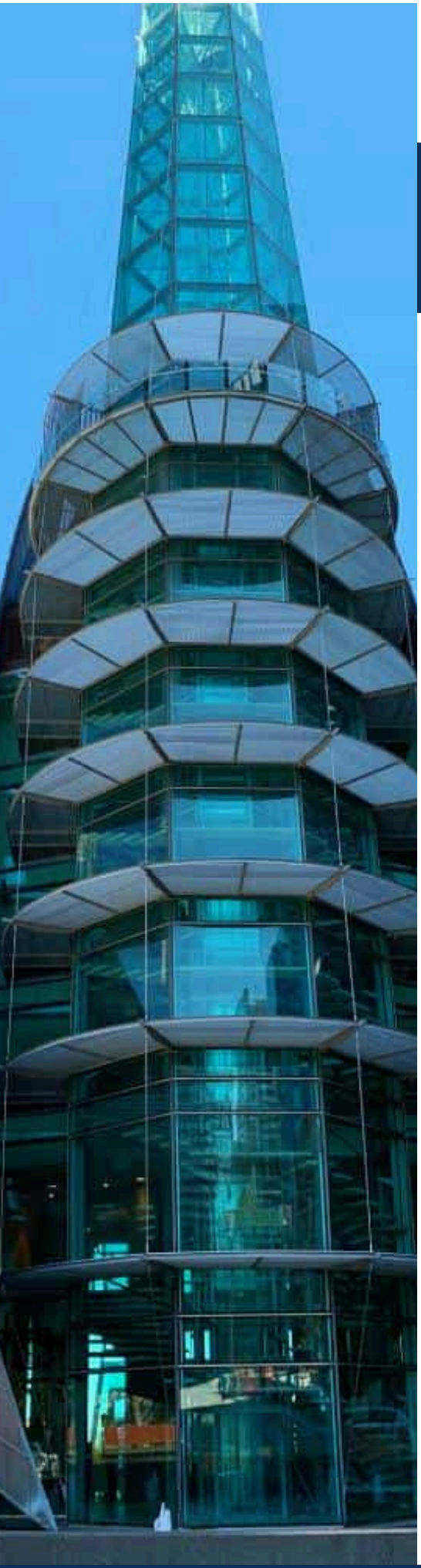
Download local transport apps like Transperth to help you navigate Perth's public transport network.

Once you've reached your accommodation, take some time to rest and get familiar with your surroundings. In your first few days, you might want to:

- Buy an Australian SIM Card: Providers like Optus, Telstra, and Vodafone offer prepaid plans;
- Set Up Your Bank Account: Visit a local bank branch (e.g., Commonwealth Bank, Westpac) to open a student account;
- Locate Nearby Services: Find the nearest supermarket, pharmacy, and medical centre;
- Check-in with the Institute: Visit the campus or contact the Student Support Team to confirm your arrival and get any last-minute assistance if you need any.

It is completely normal to feel a little overwhelmed at first—give yourself time to adjust, explore your new environment, and don't hesitate to ask for assistance when needed.





Understanding Life in Australia

Banking and Finances

Setting up a bank account in Australia will make it easier to manage your money, pay fees, and avoid international transaction charges. Most banks offer student accounts with no monthly fees. You can open an account online or in person.
Popular banks include:

- Commonwealth Bank;
- Westpac;
- ANZ;
- NAB (National Australia Bank).

Documents Needed:

- Passport
- Confirmation of Enrolment (CoE)
- Australian address (temporary or permanent)

Once your account is set up, you'll receive a debit card, which you can use for everyday purchases and ATM withdrawals. The Australian Dollar (AUD) is the official currency. Card payments are widely accepted, and contactless "*tap and go*" payments are common.

Rights and Responsibilities

As an international student at Glencoe Institute of Higher Education, you are protected by the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**. These laws ensure you receive a high-quality education and that your welfare is supported while you study in Australia.

Your Rights

- To receive accurate information about your course, fees, and support services before and during your enrolment.
- To study in a safe, respectful, and inclusive environment, free from discrimination or harassment.
- To have access to qualified teachers, learning resources, and support services that meet the standards of Australian higher education.
- To raise concerns or lodge complaints, and to have them handled fairly through complaints and appeals process.
- To privacy and confidentiality in how your personal information is collected, stored, and shared.

Your Responsibilities

- To comply with your visa conditions, including full-time enrolment, maintaining satisfactory academic progress, and meeting attendance requirements.
- To commit to high standards of academic integrity by submitting your own work, avoiding plagiarism, collusion, cheating, or misuse of AI tools.
- To attend classes, participate actively in learning activities, and submit assessments on time.
- To respect all staff, students, and community members, and follow *Student Code of Conduct*.
- To use Institute resources, facilities, and systems responsibly and ethically, without causing damage or disruption.
- To pay tuition fees and any other charges by the required deadlines.
- To keep your personal and contact details up to date.

Budgeting and Living Costs

Managing your finances well will help you settle into life in Perth more smoothly. Below are common weekly and monthly expenses:

Rent: AUD $180 – $320;
Utilities: AUD $30–$70;
Public Transport: $30–$60;
Personal Expenses: $60–$120.

Staying Connected

Reliable communication is important for both study and daily life:

- SIM Cards and Mobile Plans: Major providers such as Telstra, Optus, Vodafone, Amaysim, and Boost Mobile offer student-friendly prepaid and postpaid options.
- Internet Access: Many student accommodations include internet. If renting privately, you may need your own plan from providers like TPG, Aussie Broadband, or iiNet.
- Useful Apps: WhatsApp or iMessage (messaging and calls), Google Maps (navigation), Transperth (public transport), and Google Translate (language support).

Use budgeting apps like *Pocketsmith* or *Frollo* to track your expenses!



Student Accommodation and Your Rights

Finding safe and fair accommodation is an important part of your study experience in Australia. As a tenant in Western Australia, you are protected under the Residential Tenancies Act 1987, which outlines your rights and responsibilities.

Your Rights as a Tenant

- Safe, secure, and well-maintained housing.
- A written rental agreement that clearly explains your obligations.
- Receipts or records for any rent or bond payments.
- Fair processes for resolving disputes with landlords or property managers.

Tips for Students

- Always inspect the property before paying a deposit.
- Avoid transferring money without confirming the legitimacy of the listing.
- Ensure you understand the terms of your lease agreement before signing.
- Keep copies of rental agreements and payment records.

Further information on tenant rights in Western Australia can be found at: Consumer Protection WA.

Support and Resources

You can access advice and information from:

- **Consumer Protection Western Australia –** information on rental laws and tenant rights
- **Circle Green Community Legal–** free advice and support for tenants
- **Study Perth –** resources for international students on accommodation and living in Perth

Accredited Student Accommodation

For peace of mind, consider Student Accommodation Association (SAA) accredited properties under the National Property Accreditation Scheme. Benefits include:

- Contracts that comply with local tenancy laws.
- A safe and inclusive environment designed for student wellbeing.
- 24/7 on-site support and management.

Student Safety, Health, and Wellbeing

Your safety, health, and wellbeing are our top priorities. It is important to understand both your **rights and responsibilities** as an international student in Perth. Clear guidance is also available in the Study Perth and on the Study Australia website.

Emergency Services

- Dial **000** for police, fire, or ambulance services.
- State Emergency Service Western Australia (SES): **132 500** (for storms, floods, and natural emergencies)

Medical Services

- General Practitioners (GPs): First point of contact for non-emergency care.
- Hospitals: Public and private hospitals provide emergency and specialist care.
- Prescriptions: Medicines require a valid doctor's prescription from a GP.

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Mental Health and Counselling Support

- Glencoe Institute of Higher Education Counselling Services – confidential support for students.
- External Support:
  -Lifeline: **13 11 14** (24/7 crisis support)
  -Mental Health Emergency Response Line (MHERL – WA): **1300 555 788**
  -Beyond Blue: 1300 22 4636 (mental health support)
  -WA Sexual Assault Resource Centre (SARC)**: 1800 199 888**

Daily Safety Tips

- Use well-lit transport options and stay aware of surroundings.
- Swim between the red and yellow flags at patrolled beaches.
- Protect yourself from the sun with sunscreen, a hat, and hydration.
- Stay active by joining local sports clubs, gyms, or exploring parks and walking trails.

Beaches & Water Safety

Perth's beaches are beautiful and popular among students, but ocean conditions can be unpredictable. Understanding local safety practices will help you enjoy the coastline safely and confidently.



Beach Safety Guidelines

- Swim between the red and yellow flags at patrolled beaches, where lifeguards monitor conditions and provide assistance.
- Avoid swimming at unpatrolled beaches, as hazards such as strong currents and sudden changes in conditions may not be visible.

Rip Currents

- Rip currents are strong channels of water that can quickly carry swimmers away from shore.
- If caught in a rip, stay calm, float to conserve energy, signal for help, and swim parallel to the beach when possible

Marine and Environmental Awareness

- Follow all beach signage and lifeguard advice regarding ocean conditions and marine life.
- Stay informed through the SharkSmart WA app for safety updates.

Sun and Heat Protection

- Perth has very high UV levels throughout the year, even on cooler or cloudy days.
- Protect yourself by applying SPF 30+ sunscreen, wearing a hat and sunglasses, and staying well hydrated, especially during peak sun hours.

Emergency Services

- Dial **000** for police, fire, or ambulance services.
- Lifeguards at patrolled beaches can provide immediate assistance.

Getting Ready for Your Studies

Campus Location and Directions

The campus is strategically located within close proximity to major public transport services in Perth CBD. The campus at Murray Street is conveniently positioned close to public transport, shops, and essential services.

Getting to Campus:

- Perth Station and Perth Underground Station: (approximately 5–10 minutes' walk; metropolitan and regional rail services);
- Transperth Bus Services: Multiple bus routes along Murray Street and Wellington Street;
- Free CAT (Central Area Transit) Buses: Free bus services operating within the Perth CBD;
- Perth Busport: Central interchange for metropolitan and regional bus services;
- Elizabeth Quay Ferry Terminal: (approximately 10–15 minutes' walk)

Orientation Program

Orientation is a crucial part of your transition to university life. It's your chance to meet fellow students, explore campus facilities, and learn about the support services available to you.

What to Expect:

- Welcome Sessions: Meet your academic staff and Student Support Team.
- Campus Introduction: Get familiar with classrooms, libraries, and study spaces.
- Course Briefings: Learn about your course structure, subject outlines, and expectations.
- Support Services Overview: Discover resources for academic support, counselling, career services, and more.
- Other Events: Keep an eye on other information that would serve as a great opportunity to make friends and start building your network!

Orientation Details:

Check your student email for updates and invitations from the Student Support Team — they'll provide your orientation schedule and any other information.

Attend orientation even if you feel confident — it's the best way to get settled and connect with your new academic community!

Deferral, Suspension & Cancellation of Enrolment

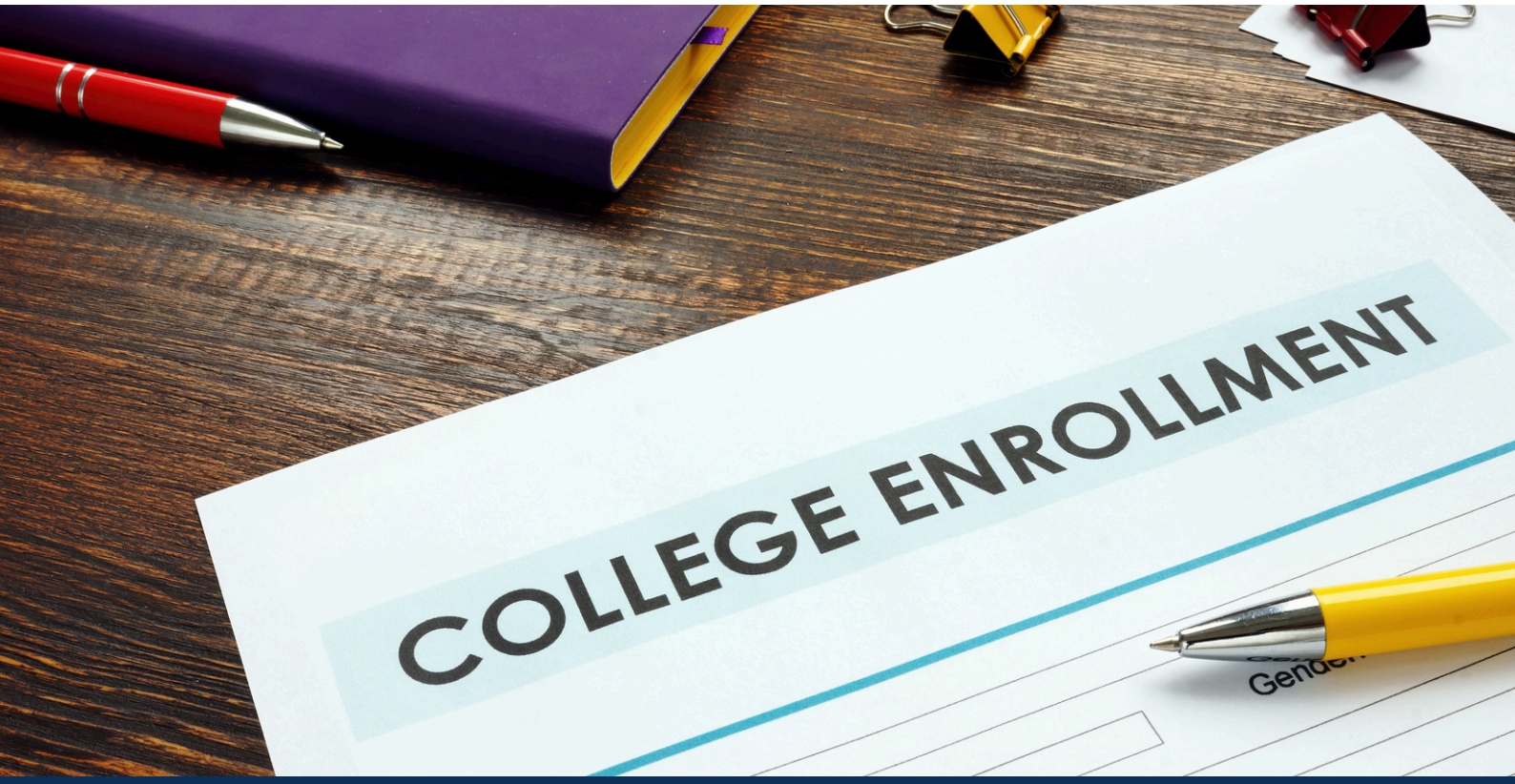
Students may apply to defer or suspend their studies where compassionate or compelling circumstances arise, in accordance with the Institute's relevant policies and procedures.

In certain circumstances, the Institute may also initiate suspension or cancellation of enrolment, for example where a student:

- does not maintain satisfactory academic progress or engagement;
- breaches the Institute's policies or *Student Code of Conduct*;
- fails to meet enrolment or visa-related conditions (where applicable).

The Institute ensures that all decisions regarding deferral, suspension, or cancellation are communicated in writing. Students are provided with clear reasons for the decision and have the right to respond and access the Institute's *Student Grievance Management Policy and Procedure*.

For further information, please see the *Deferment, Suspension and Cancellation Policy and Procedure.*



Academic Preparedness

Starting your studies can be a big adjustment, but being prepared will set you up for success. Here's how to get ready for it:

Course and Subject Information:

- Enrolment and Class Registration: Make sure you've enrolled in your courses and checked your timetable through the Learning Management System (LMS).
- Subject Outlines: Review your subject outlines for details on assessments, required readings, and weekly schedules.
- Textbooks and Study Materials: Check your subject outlines or the library for required books and recommended resources.

Recommended Study Skills and Tools:

- Time Management: Create a study schedule to balance lectures, tutorials, assignments, and personal time.
- Note-Taking and Research: Familiarise yourself with academic research methods and practice taking organised notes.
- Technology and Platforms:
  - LMS Access: Log in and explore your online learning space.
  - Email and Communication: Regularly check your student email for updates and announcements.
  - Software and Tools: Download any required software (e.g., Microsoft Office, referencing tools) — many are provided free for students.

Support and Resources:

- Academic Support: Access workshops and one-on-one consultations for study tips, writing help, and exam preparation.
- Library and Research Tools: Learn how to search academic databases, borrow materials, and use online resources.
- Peer Networks: Connect with classmates, join study groups, and engage with student clubs.

Student Association

The **Student Association** is your representative body, giving all students a voice in shaping the Institute's academic, social, and cultural life. Every enrolled student is automatically a member and can participate in events, elections, and activities that promote wellbeing, inclusion, and community.

The Association represents student interests to Institute's leadership and governing bodies, ensuring your views are heard in decision-making. It also builds leadership and teamwork skills through opportunities such as peer mentoring, advocacy, and volunteering.



Useful Contacts and Links

Emergency Contacts

- Australia Emergency Services (Police, Fire, Ambulance): **000**
- Perth Airport Information Desk: Available at Arrival Terminals
- WA State Emergency Service (SES): **132 500** (For storms, floods, and emergencies)
- Poisons Information Centre: **13 11 26**

QIHE Contacts

- Student Support Manager: TBA
- Academic Success Coordinator: TBA
- Admissions Officer: TBA
- Finance Manager: TBA
- IT Support Services: TBA

Government and Legal Resources

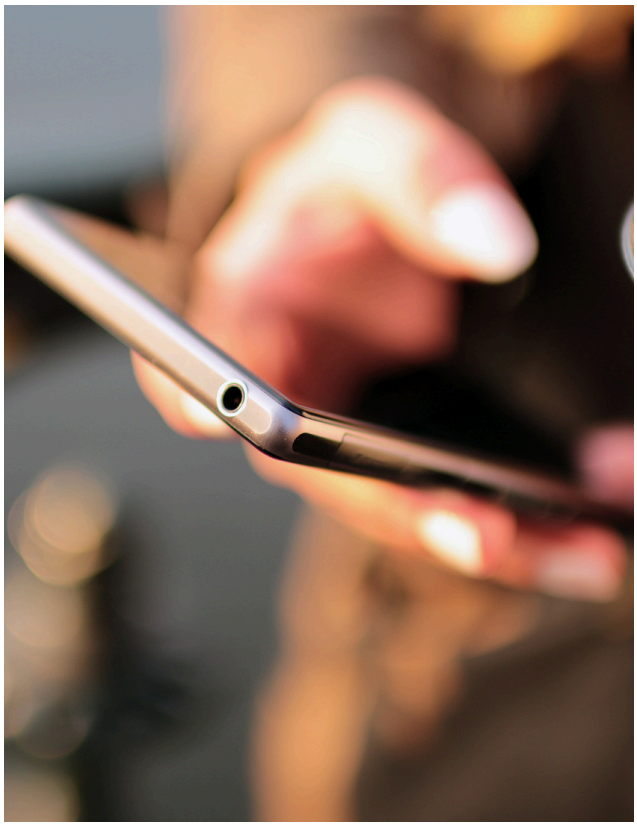
- Australian Department of Home Affairs (Visa & Immigration): https://immi.homeaffairs.gov.au
- Study Perth (Support for International Students): https://studyperth.com.au
- Fair Work Ombudsman (Work Rights & Employment): https://www.fairwork.gov.au
- WA Health (Health Services): https://www.health.wa.gov.au/

Transport & Navigation

- Transperth (Public Transport – SmartRider & Routes): https://www.transperth.wa.gov.au/
- Taxi & Rideshare Apps: Uber, DiDi, Ola, 13cabs

Student Essentials & Services

- Overseas Student Health Cover (OSHC) Providers: www.privatehealth.gov.au
- Banking in Australia: Commonwealth Bank, Westpac, ANZ, NAB
- Accommodation Search: Domain, Flatmates, or Realestate



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